

## Annual Reporting for High-Cost Recipients 47 C.F.R. §54.313(a)(2) through (a)(6) and (h) Northern Arkansas Telephone Company, Inc.

Received & Inspected

JUN 272012

FCC Mail Room

June 26, 2012

Ms. Marlene H. Dortch Office of the Secretary Federal Communications Commission 445 12<sup>th</sup> Street SW Washington, D.C. 20554

Ms. Karen Majcher Vice President – High Cost Low Income Division Universal Service Administrative Company 2000 L Street NW, Suite 200 Washington, D.C. 20036

RE: WC Docket No. 10-90: Annual Reporting Requirements for High-Cost Recipients §54.313 (a)(2) through (a)(6) and (h)

Pursuant to Section 54.313(a)(2) through (a)(6) and (h) of the Federal Communications Commission's rules, enclosed are the 2012 annual reporting requirements and certifications for Northern Arkansas Telephone Inc. Study Area Code 401713. Northern Arkansas Telephone Company, Inc. is a state-designated ETC, and as such, is submitting to the Commission relevant information from reports it files with its state commission. Please note that in our State Performance Reports, none of the service outages meet the requirements as that term is defined in 47 C.F.R. 4.5, of at least 30 minutes in duration that potentially affect (i) At least ten percent of the end users served in a designated service area; or (ii) A 911 special facility, as defined in 47 C.F.R. 4.5(e). 47 C.F.R. §54.313(a)(2).

Should you have any questions, please contact me via email at steven@natconet.com or by phone at 870-453-9273.

Sincerely,

Steven Sanders, Jr.

President

**Enclosures** 

Cc: Arkansas Public Service Commission

## Annual Reporting Requirements pursuant to § 54.313(a)(2)-(6)

JUN 272012

WC Docket No. 10-90

FCC Mail Room

§ 54.313(a)(2) – Outage re	porting		
	s not required to collect this info	ormation in 2011.	
My company col A copy of the rep	•	to state utility commission requireme	ent.
§ 54.313(a)(3) – Unfulfilled	service requests		
X My company wa	s not required to collect this info	ormation in 2011.	
My company col A copy of the rep	•	to state utility commission requireme	ent.
§ 54.313(a)(4) – Customer	complaints per 1000 connection	ns	
	s not required to collect this info	ormation in 2011.	
My company col A copy of the rep		to state utility commission requireme	ent.
§ 54.313(a)(5) – Service q	uality standards and consumer p	protection rules	
I certify that the reporting consumer protection ru	•	applicable service quality standards a	ınd
§ 54.313(a)(6) – Ability to 1	unction in emergency situations	;	
§54.202(a)(2). Specific ensure functionality with	ally, the reporting carrier has a nout an external power source,	ency situations as set forth in 47 CFF reasonable amount of back-up powe is able to reroute traffic around dama ulting from emergency situations.	r to
my knowledge the information		ompany named above and, to the be urate. This certification is for the study, State and Study Area Code)	
Company Name	State	Study Area Code	
Northern Arkansas Telephone Company, I	nc. Arkansas	401713	
(If necessary, attach a s	eparate list of additional study areas a	nd check this box.)	
Signed, ////////////////////////////////////	Date:	6-25-12	
Steven Sanders J			
[Printed Name of Corporate Of	ficer]		
President			
[Title of Corporate Officer]			

Carrier's Name Northern Arkansas Telephone Company, Inc. Carrier's Address PO Box 209 Flippin, AR 72634 Carrier's Telephone Number (870) 453-8811

				apsosei	WICE PE	RFORMA	NCE REP 2011	ORT - TPI	<b>3.01 10.0</b>	10.06					
	Line No.		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	<b>i</b> {
		Trouble Reports TPR 10.06									NEW YORK TO BE SEEN TO SEE THE SEE				1
Exchange Name:	1	Access Lines	390	390	390	384	383	380	379	383	379	373	373	369	
Diamond City	2	Total Trouble Rpts.	6	5	16	18	13	11	15	19	15	12	15	7	
Switch Mfg:	3	Deregulated	4	3	7	7	8	8	8	11	9	10	9	2	1
DMS-100/RSC	4	Excluded	0	0	1	3	4	2	2	1	3	1	2	0	L
NXX:	5	Measurable Rpts.	2	2	8	8	1	1	5	7	3	1	4	5	Target
422	6	Trouble Index	0.51	0.51	2.05	2.08	0.26	0.26	1.32	1.83	0.79	0.27	1.07	1.36	<=5
		Service Outage Restoration TRI	10.01												<b>i</b> '
	7	Total OOS Rpts.	0	1	4	5	3	0	4	4	0	0	3	2	1
	8	Deregulated	0	0	2	1	0	0	1	1	0	0	0	0	1
	9	Excluded	0	0	0	2	3	0	1	1	0	0	2	0	1
	10	Measurable Rpts.		1	2	2			2	2			1	2	1
	11	Restored W/I 24 Hrs.	0	1	2	2	0	0		2	0	0	1	2	<b>i</b> '
	12	Percentage		100.00%	100.00%	100.00%			100.00%	100.00%			100.00%	100.00%	>=95%
		Application for Service 5 days T	PR 9.01												1
	13	Total Applications	2	3	5	2	5	8	4	5	1	6	3	5	1
	14	W/l 5 Days	2	3	5	2	5	8	4	5	1	6	3	5	1
	15	Percentage	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	>=95%
		Application for Service 30 days	TPR 9.01												1 '
	16	Total Applications	0	0	0	0	0	0	0	0	0	0	0	0	1
	17	W/I 30 Days	0	0	0	0	0	0	0	0	0	0	0	0	
	18	Percentage													>=95%

Name and address of person to contact regarding this information:

Travis Sullivan
PO Box 209
Flippin AR 72634

NOTE: Create a tab to represent each exchange

				APSE SEI	NICE PE	REORMA	NCE REP	ORT-TER	R 9.01 10.0	1 10.06			Transition of		
	Line No.		Jan	Feb	Mar	Apr	CONTRACTOR OF THE PROPERTY OF	Jun	Jui	Aug	Sep	Oct	Nov	Dec	i
		Trouble Reports TPR 10.06	G14 34 34 78 - TST 75 - 26 37 19 09		Const. Cl. Service Co. Co.				N. S. P. D. S. L. J. S. T. WARE, S.	22.07.08 BARTON 12.00	100000	27 26 1 2 2 2 3 3 3 3 4 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5		Lotte & Child Prop. 121, Eur. 32.	1
Exchange Name:	1	Access Lines	895	895	897	891	886	889	888	888	880	867	864	862	
Omaha	2	Total Trouble Rpts.	21	27	28	83	60	27	46	43	31	32	30	22	
Switch Mfg:	3	Deregulated	13	12	18	37	24	15	30	28	20	20	19	20	
DMS-100/RSC	4	Excluded	1	1	2	30	15	5	2	8	7	3	0		
NXX:	5	Measurable Rpts.	7	14	8	16	21	7	14	7	4	9	11	2	Target
426		Trouble Index	0.78	1.56	0.89	1.8	2.37	0.79	1.58	0.79	0.45	1.04	1.27	0.23	<=5
		Service Outage Restoration TRI	10.01			*****									
	7	Total OOS Rpts.	5	5	4	31	22	6	11	9	8	5	5	0	
	8	Deregulated	2	1	2	3	4	1	6	1	0	0	0	0	
	9	Excluded	1	0	2	25	13	4	2	6	5	2	0	0	
	10	Measurable Rpts.	2	4		3	5	1	3	2	3	3	5		ı
	11	Restored W/I 24 Hrs.	2	4	0	3	5	1	3	2	3	3	5	0	
	12	Percentage	100.00%	100.00%		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%		>=95%
		Application for Service 5 days T													i
	13	Total Applications	3	8	10	8	5	10	10	5	1	4	6	4	
	14	W/I 5 Days	3	8	10	8	5	10	10	5	1	4	6	4	
	15	Percentage	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	>=95%
		Application for Service 30 days													İ
	16	Total Applications	0	0	0	0	0	2	0	0	0	0	1	0	İ
	17	W/I 30 Days	0	0	0	0	0	2	0	0	0	0	100,000/	0	
	18	Percentage						100.00%					100.00%		>=95%

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Flippin AR 72634

NOTE: Create a tab to represent each exchange

				apsc sei	RVICEPE	RFORMA		ORT - TPE	₹ 9.01 10.0	10.06	e the type year				
	Line No.		Jan	Feb	Mar	Apr	2011 May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	l
		Trouble Reports TPR 10.06													l
Exchange Name:	1	Access Lines	707	704	695	699	693	687	690	681	683	686	685	685	ı
Pyatt	2	Total Trouble Rpts.	20	18	35	49	40	30	34	36	33	30	19	32	1
Switch Mfg:	3	Deregulated	13	12	22	27	21	17	15	18	15	19	8	22	1
DMS-100/RSC	4	Excluded	2		5	10	7	5	4	7	5	4	4	5	
NXX	5	Measurable Rpts.	5	6	8	12	12	8	15	11	13	7	7	5	Target
427	6	Trouble Index	0.71	0.85	1.15	1.72	1.73	1.16	2.17	1.62	1.9	1.02	1.02	0.73	<=5
		Service Outage Restoration TR	P 10.01												l
	7	Total OOS Rpts.	4	3	10	23	15	8	6	10	8	6	6	10	
	8	Deregulated	2	2	5	7	7	2	1	3	1	2	0	4	1
	9	Excluded	2	0	3	10	5	5	2	5	2	2	2	5	1
	10	Measurable Rpts.		1	2	6	3	1	3	2	5	2	4	1	
	11	Restored W/I 24 Hrs.	0	1	2	6	3	1	3	2	5	2	4	1	i
	12	Percentage		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	>=95%
		Application for Service 5 days	TPR 9.01												1
	13	Total Applications	9	5	6	8	2	10	6	4	11	4	8	2	
	14	W/I 5 Days		5	6	8	2	10	6	4	11	4	8	2	1
	15	Percentage		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	>=95%
		Application for Service 30 days	TPR 9.01												1
	16	Total Applications	0	0	0	1	0	0	0	0	0	0	0	1	1
	17	W/I 30 Days		0	0	1	0	0	0	0	0	0	0	1	i
	18	Percentage				100.00%								100.00%	>=95%

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				APSC SEI	WEE PE	REORMA	NCE REPO	ORT-TPI	9.01 10.0	1.10.06					
	Line No.		Jan	Feb	Mar	Apr	May	. Lim	Jul	Aug	Sep	Oct	Nov	Dec	
	Coldinary and Aural () Alabara (1986)	Trouble Reports TPR 10.06	44. (cdb.) (edb.) (edb.) (edb.)		2 2 - 2) FT THE 22 LINE	NI 82 43 444 - F - F - F - F - F - F - F - F - F			-1.00.00.7		7.5		3 33 W-FIFTH & ANSKER.	20 17 20 10 10 10 10 10 10 10 10 10 10 10 10 10	1
Exchange Name:	1	Access Lines	1367	1368	1368	1367	1358	1352	1360	1354	1340	1340	1330	1332	Į
Lead Hill	2	Total Trouble Rpts.	27	27	38	82	78	81	49	69	60	59	40	43	1
Switch Mfg:	3	Deregulated	18	16	26	41	41	37	29	36	34	34	20	30	1
DMS-100/Genband	4	Excluded	3	1	2	27	25	22	6	17	14	4	8	3	
NXX:	5	Measurable Rpts.	6	10	10	14	12	22	14	16	12	21	12	10	Target
436	6	Trouble Index	0.44	0.73	0.73	1.02	0.88	1.63	1.03	1.18	0.9	1.57	0.9	0.75	<=5
		Service Outage Restoration TR	P 10.01												
	7	Total OOS Rpts.	3	2	8	29	30	28	8	22	11	8	12	2	i
	8	Deregulated	0	0	4	5	3	5	2	4	2	1	1	1	ı
	9	Excluded	2	0	1	19	23	20	3	13	8	2	6	0	
	10	Measurable Rpts	1	2	3	5	4	3	3	5	1	5	5	1	
	11	Restored W/I 24 Hrs.	1	2	3	5	4	3	3	5	1	5	5	1	i
	12	Percentage	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	>=95%
		Application for Service 5 days	TPR 9.01												
	13	Total Applications	4	4	14	9	12	10	15	17	13	13	6	13	
	14	W/l 5 Days	4	4	14	9	12	10	15	17	13	13	6	13	i
	15	Percentage	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	>=95%
		Application for Service 30 days													
	16	Total Applications	3	0	1	0	2	1	3	0	0	0	2	2	
	17	W/l 30 Days	3	0	1	0	2	1	3	0	0	0	2	2	
	18	Percentage	100.00%		100.00%		100.00%	100.00%	100.00%				100.00%	100.00%	>=95%

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NOTE: Create a tab to represent each exchange

				4PS6 SE	RVICE PE	REORMA	NCE REP	ORT-JEE	9.01 10.6	1 10.06					
	Line No.		Jan	Feb	Mar	Apr		Jun	.fui	Aug	Sep	Oct	Nov	Dec	I
	10.0	Trouble Reports TPR 10.06		s tubik un Eustramikh sania ku d	State Charles and the State of	S - DO N IN THE P TO CAMPBE				CALL SAME AND A CROSS SAME		194.11.		L. C. College F. Marien Lands	İ
Exchange Name:	1	Access Lines	664	661	650	629	613	606	593	578	565	550	542	538	ĺ
Bull Shoals	2	Total Trouble Rpts.	23	21	23	34	54	33	30	31	9	17	17	16	
Switch Mfg:	3	Deregulated	12	12	13	21	36	21	16	20	7	12	12	13	
DMS-100/RSC	4	Excluded	4	1	1	8	5	4	5	3	1	1	1	0	
NXX:	5	Measurable Rpts.	7	8	9	5	13	8	9	8	1	4	4		Target
445	6	Trouble Index	1.05	1.21	1.38	0.79	2.12	1.32	1.52	1.38	0.18	0.73	0.74	0.56	<=5
		Service Outage Restoration TR	P 10.01												d
	7	Total OOS Rpts.	3	2	4	6	15	3	6	8	0	2	2	4	
	8	Deregulated	0	0	2	3	6	1	3	5	0	1	2	3	
	9	Excluded	2	0	0	1	4	1	2	1	0	0	0	0	İ
	10	Measurable Rpts.	1	2	2	2	5	1	1	2		1		1	l
	11	Restored W/l 24 Hrs	1	2	2	2	5	1	1	2	0	1	0	1 100 0001	l
	12	Percentage	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%		100.00%		100.00%	>=95%
		Application for Service 5 days	PR 9.01			- 1	4.9					41	<u> </u>		ĺ
	13	Total Applications	5	2	4	1	1	6	1	4	0	1	3	3	
	14	W/I 5 Days	5	2	4	100.000	100.000	6	11	4	0	100.000/	400,000/	400,000/	
	15	Percentage	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%		100.00%	100.00%	100.00%	>=95%
		Application for Service 30 days				0	41	٥١	01	۸۱	01	0	O.		l
	16	Total Applications	0	0	0	0	1	0	0	0	0	0	0	0	i
	17 18	W/I 30 Days	0	U	U	U	100.00%	0	U	0	0		<del></del>	U	>=95%
	10	Percentage					100.0076								/-93%

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Flippin AR 72634

NOTE: Create a tab to represent each exchange

. . . .

Company Name NORTHERN ARKANSAS TELEPHONE COMPANY, INC.

				APSG SE	WGE PE	REORWA	NCE REP	ORT - TPR	9,01-10.0	1 10.06					
	Line No.		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	į.
	TANKS OF COURT OF STREET STREET, STREE	Trouble Reports TPR 10.06	-												1
Exchange Name:	1	Access Lines	1791	1773	1763	1753	1732	1706	1671	1669	1657	1642	1640	1638	1
Flippin	2	Total Trouble Rpts	22	34	45	47	55	57	26	54	48	36	31	23	
Switch Mfg:	3	Deregulated	14	23	25	32	29	35	16	35	31	19	19	14	
DMS-100/RSC	4	Excluded	1	0	3	3	10	7	5	7	4	9	3	3	
NXX:	5	Measurable Rpts.	7	11	17	12	16	15	5	12	13	8	9		Target
453	6	Trouble Index	0.39	0.62	0.96	0.68	0.92	0.88	0.3	0.72	0.78	0.49	0.55	0.37	<=5
		Service Outage Restoration TRF	10.01												1 !
	7	Total OOS Rpts.	4	7	15	11	14	8	8	8	7	2	5	5	1 1
	8	Deregulated	1	4	5	5	3	2	4	2	4	0	3	1	4
	9	Excluded	1	0	3	2	8	5	4	4	0	0	1	3	1 1
	10	Measurable Rpts.	2	3	7	4	3	1		2	3	2	1	1	1 !
	11	Restored W/I 24 Hrs.	2	3	7	4	3	1	0	2	3	2	1	1	1 1
	12	Percentage	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%		100.00%	100.00%	100.00%	100.00%	100.00%	>=95%
		Application for Service 5 days T	PR 9.01												4 /
	13	Total Applications	7	6	16		8	15	10	18	10	5	8	5	1 1
_	14	W/l 5 Days	7	6	16	11	8	15	10	18	10	5	8	5	4 !
<del>-</del>	15	Percentage	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	>=95%
		Application for Service 30 days													4
	16	Total Applications	0		0		0	0	0	0	0	0	0	0	4
	17	W/I 30 Days	0	1	0	1 100 0000	0	0	0	0	0	0	0	0	1
	18	Percentage		100.00%		100.00%									>=95%

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